TABLE OF CONTENTS
PERFORMANCE MEASURES

VI.   *DIRECTORY ASSISTANCE (DA) AND OPERATOR SERVICES (OS)* *130*

VII.   *INTERIM NUMBER PORTABILITY (INP)* *138*

VIII.   *LOCAL NUMBER PORTABILITY (LNP)* *142*

IX.   *911* *153*

X.   *POLES, CONDUIT AND RIGHTS OF WAY* *157*

APPENDIX

PERFORMANCE MEASUREMENTS BUSINESS RULES (VERSION 1.7)

RESALE POTS, RESALE SPECIALS AND UNES

Pre-Ordering/Ordering

1. Measurement
Average Response Time For OSS Pre-Order Interfaces
Definition:
The average response time in seconds from the SWBT side of the Remote Access Facility (RAF) and return for pre-order interfaces (Verigate, DataGate/EDI/CORBA) by function.
Exclusions:
• None
Business Rules:
The clock starts on the date/time when the request is received by SWBT, and the clock stops on the date/time when SWBT has completed the transmission of the response to the CLEC. Timestamps are taken at the DataGate and Verigate servers and do not include transmission time through the LRAF. Response time is accumulated for each major query type, and then divided by the associated total number of queries received by SWBT during the reporting period. The response time is measured only within the published hours of interface availability. Published hours of interface availability are documented on the CLEC web site. (SWBT will not schedule system maintenance during normal business hours (8:00 a.m. to 5:30 p.m. Monday through Friday). If the CLEC accesses SWBT systems using a Service Bureau Provider, the measurement of SWBT's performance does not include Service Bureau Provider processing, availability or response time. For the protocol translation response times, start and end times are as follows: EDI input time starts at the time the CLEC successfully connects to the EDI Interactive Agent and the end time is when the connection is made to DataGate for processing. EDI output time starts when the response message is received from DataGate and the end time is when the message is sent to the CLEC. CORBA input time starts at the time the message is received by the CORBA interface and the end time is when the connection is made to DataGate for processing. CORBA output time starts when the response message is received from DataGate and the end time is when the message is sent to the CLEC.

Levels of Disaggregation:

Address Verification

- Request For Telephone Number
- **Request For Summary Customer Service Record (CSR) < = 30 WTNs (Also broken down for Lines as required for DIDs).**

- **Request For Summary Customer Service Record (CSR) > 30 WTNs (Also broken down for Lines as required for DIDs).**

- **Request for Detailed Customer Service Request (CSR)**

- Service Availability
- Service Appointment Scheduling (Due Date)
- Dispatch Required
- PIC
- Actual Loop Makeup Information requested - actual data returned
- Actual Loop Makeup Information requested - design data returned
- Design Loop Makeup Information requested - design data returned
- Protocol translation time – EDI input messages
- Protocol translation time – EDI output messages
- Protocol translation time – CORBA input messages
- Protocol translation time – CORBA output messages

Calculation:	Report Structure:
Σ[(Query Response Date & Time) - (Query Submission Date & Time)] ÷ (Number of Queries Submitted in Reporting Period)	Reported on a CLEC, all CLECs, and SWBT affiliate where applicable (or SWBT acting on behalf of its' affiliate) for DataGate /EDI/CORBA and Verigate.

Measurement Type:

Tier 1 – None

Tier 2 – None

Benchmark:

Benchmarks for summary CSR applies to < = 30 WTNs. Benchmarks for Loop Makeup Information are interim until all parties agree that sufficient data is available to set final benchmarks Critical z-value does not apply

Measurement	DataGate/EDI/CORBA/	Verigate
Address Verification	4.7 seconds	4.7 seconds
Request For Telephone Number	4.5 seconds	4.5 seconds

Request For Customer Service Record (CSR)	6.6 seconds	6.6 seconds
Service Availability	6.6 seconds	6.6 seconds
Service Appointment Scheduling (Due Date)	1.0 second	1.0 second
Dispatch Required	12.6 seconds	12.6 seconds
PIC	19.1 seconds	19.1 seconds
Actual Loop Makeup Information requested – actual data returned	12.6 seconds	12.6 seconds
Actual Loop Makeup Information requested – design data returned	23 seconds	23 seconds
Design Loop Makeup Information requested – design data returned	10 seconds	10 seconds
Protocol translation time - EDI input messages	Diagnostic	Not Applicable
Protocol translation time - EDI output messages	Diagnostic	Not Applicable
Protocol Translation Time – CORBA input messages	Diagnostic	Not Applicable
Protocol Translation Time – CORBA output messages	Diagnostic	Not Applicable

1.1. Measurement (Formerly PM 57)

Average Response Time for Manual Loop Make-Up Information

Definition:

The average time required to provide manual loop qualification for xDSL capable loops measured in business days.

Exclusions:

- Manual requests for Loop Makeup Information not initiated by the CLEC; however, manual requests initiated by the LSC as part of the ordering process when no mechanized loop qualification data is available will be included.

Business Rules:

For a DataGate/EDI/CORBA or Verigate initiated request, the start date and time is when the request is received in the Loop Qual System. The end date and time for the DataGate/EDI/CORBA or Verigate request is when the loop makeup information has either has been e-mailed back to the CLEC or, if the CLEC does not want email, is available in the Loop Qual System.

For manual requests for Loop Makeup Information initiated by the LSC as part of the ordering process, the start date and time is the receipt date and time of the good LSR. The end date and time is when the loop makeup information is available in the Loop Qual System.

SWBT will provide raw data to CLECS in an agreed to format, on a monthly basis, without the need for a request from a CLEC, until such time as both parties agree it is no longer necessary.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
$\sum$(Date and Time the Loop Qualification is made available to CLEC – Date and Time the CLEC request is received)/Total number of loop qualifications	By CLEC, All CLECs and SWBT or its affiliates (or SWBT acting on behalf of its' affiliate).

Measurement Type:

Tier 1 – Low
Tier 2 – Medium

Benchmark:

3 business days, Critical z-value applies.

1.2   **Measurement**   **(New Measure)**

Accuracy of Actual Loop Makeup Information Provided for DSL Orders

Definition:
The percent of accurate DSL actual Loop Makeup Information provided to the CLEC.

Exclusions:
None

Business Rules:
This measurement tracks accuracy of the loop makeup information provided to the CLEC. It compares reported loop makeup information to actual loop makeup information on the loop provided to the CLEC, and it captures both the clerical error and underlying data error.

Levels of Disaggregation:

- ## DSL actual Loop Makeup Information provided manually

  - DSL actual Loop Makeup Information provided electronically

Calculation:	**Report Structure:**
(# of orders for which Loop makeup information provided by SWBT is identical to engineering work confirmation/DLR ÷ total actual Loop Makeup Information responses) * 100	Reported on a CLEC, all CLECs, SWBT DSL affiliate, and SWBT DSL Retail basis by interface for EDI, DATAGATE, VERIGATE, or manually, depending on method of provision of actual loop makeup information.

Measurement Type:

Tier 1 – Low

Tier 2 – Medium

Benchmark:
95% accurate for each level of disaggregation, or parity with SWBT DSL Retail, SWBT DSL Affiliate, or other CLECs, whichever is higher.

2. Measurement

Percent Responses Received within "X" seconds – OSS Interfaces

Definition:

The percent of responses completed in "x" seconds for pre-order interfaces (Verigate and DataGate/EDI/CORBA,)by function.

Exclusions:

- None

Business Rules:

See Measurement No. 1

Levels of Disaggregation:

See Measurement No. 1

Calculation:	Report Structure:
(# of responses within each time interval ÷ total responses) * 100	Reported on a CLEC, all CLECs, and SWBT affiliate where applicable (or SWBT acting on behalf of its' affiliate), by interface.

Measurement Type:

Tier 1 – Low

Tier 2 – Medium

Benchmark:

Benchmarks for summary CSR applies to < = 30 WTNs. Benchmarks for Loop Makeup Information are interim until parties agree that sufficient data is available to set final benchmarks. No damages will apply for Loop Makeup Information until final benchmarks are set. Critical z-value does not apply.

Measurement	DataGate/EDI/CORBA	Verigate
Address Verification	90% in = 8.0 seconds 95% in = 12.0 seconds	80% in = 5.0 seconds 90% in = 7.0 seconds
Request For Telephone Number	90% in = 7.0 seconds 95% in = 9.5 seconds	80% in = 4.0 seconds 90% in = 6.0 seconds
Request For Customer Service Record (CSR)	90% in = 8.0 seconds 95% in = 13 seconds	80% in = 7.0 seconds 90% in = 10.0 seconds
Service Availability	90% in = 12.0 seconds 95% in = 16.0 seconds	80% in = 11.0 seconds 90% in = 13.0 seconds
Service Appointment Scheduling (Due Date)	90% in = 1 seconds 95% in = 2.0 seconds	80% in = 2.0 seconds 90% in = 3.0 seconds
Dispatch Required	90% in = 15.0 seconds 95% in = 25.0 seconds	80% in = 17.0 seconds 90% in = 19.0 seconds

PIC	90% in = 27.0seconds 95% in = 41.0 seconds	80% in = 25.0 seconds 90% in = 27.0 seconds
Actual Loop Makeup Information requested – actual data returned	90% in = 15.0 seconds 95% in = 25.0 seconds	80% in = 17.0 seconds 90% in = 19.0 seconds
Actual Loop Makeup Information requested – design data returned	90% in = 25.0 seconds 95% in = 35.0 seconds	80% in = 27.0 seconds 90% in = 29.0 seconds
Design Loop Makeup Information requested – design data returned	90% in = 11.9 seconds 95% in = 20.0 seconds	80% in = 13.5 seconds 90% in = 15.0 seconds
Protocol Translation Time – EDI input message	90% in = Diagnostic 95% in = Diagnostic	Not Applicable
Protocol Translation Time – EDI output message	90% in = Diagnostic 95% in = Diagnostic	Not Applicable
Protocol Translation Time – CORBA input message	90% in = Diagnostic 95% in = Diagnostic	Not Applicable
Protocol Translation Time – CORBA input message	90% in = Diagnostic 95% in = Diagnostic	Not Applicable

PM 3 WAS ELIMINATED WITH THE 6 MONTH REVIEW – EFFECTIVE 7/12/00

4. Measurement

OSS Interface Availability

Definition:
Percent of time OSS interface is available compared to scheduled availability.

Exclusions:
• None

Business Rules:
The total "number of hours functionality to be available" is the cumulative number of hours (by date and time on a 24 hour clock) over which SWBT plans to offer and support CLEC access to SWBT's operational support systems (OSS) functionality during the reporting period. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the SWBT interface is capable of accepting or receiving CLEC transactions or data files. The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent system availability" measure. SWBT will not schedule normal maintenance during OSS Hours of availability as posted on the CLEC web site unless otherwise notified via an accessible letter. SWBT will not schedule normal maintenance during business hours (8:00 a.m. to 5:30 p.m. Monday through Friday). When interfaces experience partial unavailability, an availability factor is applied to the calculation of downtime. This factor is stated as a percentage and represents the impact to the CLEC. Determination of the availability factor is governed by SWBT's Availability Team on a case by case basis. Disputes related to application of the availability factor may be presented to the Commission. Whenever an interface experiences complete unavailability to a CLEC, the full duration of the unavailability will be counted, to the nearest minute, and no availability factor will be applied. SWBT shall calculate the availability time rounded to the nearest minute.

Levels of Disaggregation:

• EASE reported for Consumer and Business
• EDI reported by protocol (SSL3, FTP, NDM, VAN)
• EDI/CORBA for Pre-order
• DataGate
• Verigate
• LEX
• RAF – By CLEC
• TOOLBAR
    • Order Status
    • Trouble Administration
• Provisioning Order Status
• Solid GUI (Diagnostic)

Calculation:	**Report Structure:**
[(Hours functionality is available during the scheduled available hours) ÷ Scheduled system available hours)] * 100	Reported on an aggregate CLEC basis by interface. The RAF will be reported on an individual CLEC basis.

Measurement Type:
Tier 1 – None Tier 2 – High
Benchmark:
99.5%. The critical z allowance does not apply on this measurement. No damages are applicable for Solid GUI. This will be reviewed in 6 months

4.1 Measurement (NEW MEASURE)

Pre-Order Backend System Database Query Availability

Definition:

Percent of time backend systems used for pre-order are available compared to scheduled availability.

Exclusions:

- None

Business Rules:

The total "number of hours functionality to be available" is the cumulative number of hours (by date and time on a 24 hour clock) over which SWBT plans to offer and support CLEC access to SWBT's backend systems used for pre-order functionality during the reporting period. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the backend systems are capable of providing pre-order responses to CLEC queries. The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "Percent system availability" measure. SWBT will not schedule normal maintenance during business hours (8:00 a.m. to 5:30 p.m. Monday through Friday). When a backend system experiences partial unavailability, an availability factor is applied to the calculation of downtime. This factor is stated as a percentage and represents the impact to the CLEC. Determination of the availability factor is governed by SWBT's Availability Team on a case by case basis. Disputes related to application of the availability factor may be presented to the Commission. Whenever a backend system experiences complete unavailability to a CLEC, the full duration of the unavailability will be counted, to the nearest minute, and no availability factor will be applied. SWBT shall calculate the availability time rounded to the nearest minute.

Levels of Disaggregation:

Wholesale and Retail Impacts Identified for:
- Address Verification (South PREMIS – Texas Only)
- Request For Telephone Number (South PREMIS – Texas Only)
- PIC (South PREMIS – Texas Only)
- **Request For Summary Customer Service Record (3 Texas Regions of CRIS)**

- **Service Availability (3 Texas Regions of CRIS)**

- **CLLI (3 Texas Regions of CRIS)**

- Due Date (3 Texas Regions of SORD)
- Dispatch Required (South LFACS – Texas Only)
- Loop Makeup Information (LoopQual)

Calculation:	Report Structure:
[(Hours functionality is available during the scheduled available hours) ÷ Scheduled system available hours)] * 100	Reported on a SWBT and aggregate CLEC basis by backend system.

Measurement Type:
Tier 1 – None
Tier 2 – None
Benchmark:
Diagnostic.

5. Measurement:
Percent Firm Order Confirmations (FOCs) Returned on time for LSR requests.

Definition:
Percent of FOCs returned to the CLEC within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.

Exclusions:
- Rejected (manual and electronic) LSRs.   - SWBT only Disconnect orders.   - Services ordered out of the Access Tariff   - XDSL orders (See PM 5.1)   - Interconnection Orders (See PM 5.2)   - Unbundled Dedicated Transport Orders (See PM 5.2)

Business Rules:

FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, which include Monday through Friday, 8:00 a.m. to 5:30 p.m, excluding holidays and weekends. If the start time is outside of normal business hours, then the start date/time is set to 8:00 a.m. on the next business day. Example: If the request is received Monday through Friday between 8:00 a.m. to 5:30 p.m.; the valid start time will be Monday through Friday between 8:00 a.m. to 5:30 p.m. If the actual request is received Monday through Thursday after 5:30 p.m. and before 8:00 a.m. the next day; the valid start time will be the next business day at 8:00 a.m. If the actual request is received Friday after 5:30 p.m. and before 8:00 a.m. Monday; the valid start time will be at 8:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 8:00 a.m. For LSRs received electronically requiring no manual intervention by the LSC, the OSS hours of operation will be used in lieu of the LSC hours of operation (i.e., actual OSS processing time outside of LSC hours will not be excluded in calculating the interval). The returned confirmation to the CLEC will establish the actual end date/time. Provisions are established within the DSS reporting systems to accommodate situations when the LSC works holidays, weekends, and when requests are received outside normal working hours. For UNE Loop and Port combinations, orders requiring N, C, and D orders; the FOC is sent back at the time the last order that establishes service is distributed.

All UNE P orders are categorized as Simple or Complex in the same manner as Retail or Resale orders are categorized. All orders that flow through EASE are categorized as Simple and all orders that do not flow through EASE are categorized as Complex.

A Mechanized Business Ordering system (MBOS) document is also required for engineering of trunks that must take place prior to the request being worked. Depending on the changes being made, the due dates for the restructure could be the same day or next day for simple changes. Complex accounts needing an MBOS could require approximately 5 days to restructure.
The MBOS form must be initiated by the LSC service representative with information from the LSR for services such as Centrex, DIDs, Plexar I, Package II, Plexar II Basic, Plexar Custom Basic, and

PRI services such as Smart Trunks, Select Video, etc. Once the MBOS form is completed, the LSC service representative must release it to the other involved departments for review and determination of the design information and to determine the necessary steps to provide the services. This may involve review of TN number availability, design circuit provisioning, translations requirements, etc. to determine the service availability and due date. Depending on the service and complexity of the request, the return of the MBOS could be 3-5 days. Therefore, the FOC is to be negotiated for any services that require an MBOS.

If the CLEC accesses SWBT systems using a Service Bureau Provider, the measurement of SWBT's performance does not include Service Bureau Provider processing, availability or response time.

LEX/EDI

For LEX and EDI originated LSRs, the start date and time is the receive date and time that is automatically recorded by the interface (EDI or LEX) with the system date and time. The end date and time is recorded by the interface (EDI or LEX) and reflects the actual date and time the FOC is available to the CLEC. For LSRs where FOC times are negotiated with the CLEC, the ITRAK entry on the SORD service order is used in the calculation.

VERBAL or MANUAL REQUESTS

Manual service order requests are those initiated by the CLEC either by telephone, fax, or other manual methods (i.e. courier). The fax receipt date and time is recorded and input on the SM-FID on each service order in SORD for each FOC opportunity. The end time is the actual date and time that a successful attempt to send a paper fax, is made back to the CLEC. If a CLEC does not require a paper fax the FOC information is provided over the phone. In these instances, the order distribution time is used as the FOC end date and time. If a CLEC chooses to receive their FOCs via the Website, the end time is the date and time the FOC is loaded to the Website. The ITRAK-FID is used when FOC times are negotiated with the CLEC. The LSC populates the ITRAK-FID with certain pre-established data entries that are used in the FOC calculation.

Levels of Disaggregation:

Manually submitted:

- Simple Res. And Bus. < 24 Hours

- **Complex Business (1-200 Lines) < 24 Hours**

- Complex Business (>200 Lines)< 48 Hours
- MBOS related services (Centrex, Plexar I Pkg II, Plexar II, Plexar Custom Basic, and DID Trunks (1-200 lines) = negotiated
- UNE Loop (1-49 Loops) < 24 Hours
- UNE Loop (> 49 Loops) < 48 Hours
- Switch Ports < 24 Hours
- Simple Res. And Bus. LNP Only (1-19 Lines) < 24 Hours
- Simple Residence and Business LNP Only (20+ Lines) < 48 Hours
- LNP with Loop (1-19 Loops) < 24 Hours
- LNP with Loop (20+ Loops) < 48 Hours
- LNP Complex Business (1-19 Lines) < 24 Hours
- LNP Complex Business (20-50 Lines) < 48 Hours

- **LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Hours**

Electronically submitted via LEX or EDI:

- Simple Res. And Bus. < 5 Hours

- **Complex Business (1-200 Lines)< 24 Hours**

- Complex Business (>200 Lines) < 48 Hours
- MBOS related services (Centrex, Plexar I Pkg II, Plexar II, Plexar Custom Basic, and DID Trunks (1-200 lines) = negotiated
- UNE Loop (1-49 Loops) < 5 Hour
- UNE Loop (> 49 Loops) < 48 Hours

- **Switch Ports < 5 Hours**

- Simple Residence and Business LNP Only (1-19 Lines) < 5 Hours
- Simple Residence and Business LNP Only (20+ Lines) < 48 Hours
- LNP with Loop (1-19 Loops) < 5 Hours
- LNP with Loop (20+ Loops) < 48 Hours
- LNP Complex Business (1-19 Lines) < 24 Clock Hours
- LNP Complex Business (20-50 Lines) < 48 Clock Hours
- LNP Complex Business (50+ Lines) < Negotiated with Notification of Timeframe within 24 Clock Hours

Calculation:	Report Structure:
(# FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported by CLEC, all CLECs, and SWBT affiliate where applicable (or SWBT acting on behalf of its'

	affiliate). This includes mechanized from EDI and LEX and manual (e.g. FAX or phone orders).

Measurement Type:

Tier 1 – Low
Tier 2 – Medium

Benchmark:

All 5 Hour FOC 95% / 24 Hour FOC 94% / 48 Hour FOC 95%/Acct Restr. 95% the Average for the last 5% for 95% benchmark or the last 6% for 94% benchmark shall not exceed 20% of the established benchmark, excluding projects. Violations with respect to the "tail" (the last 5/6%) are subject to Tier 1 low damages and Tier 2 medium damages, and will apply *only if* SWBT has met the benchmark on the corresponding "percent within x" measurement.

The critical z-value does not apply to the following categories
- Simple res. and bus – LEX, EDI and Manual
- Complex business – LEX, Manual
- UNE (1-49) – EDI, LEX
- Simple res. and bus LNP only (1-19) – LEX, EDI
- Simple res. and bus. LNP with loop (1-19) – LEX, EDI
- LNP Complex Business – LEX, EDI

The critical z-value applies to all other categories.

5.1 Measurement:

Percent Firm Order Confirmations (FOCs) for XDSL-capable loops & Line Sharing Returned Within "x" Hours

Definition:

Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.

Exclusions:

- DSL Orders-orders rejected for incomplete or incorrect LSR
- DSL Orders-orders denied for pair gain
- SWBT only Disconnect orders.
- Rejects for non-conformance as to PSD masks if, and only if, the CLEC requests such qualification on the LSR

Business Rules:

FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, which include Monday through Friday, 8:00 a.m.-5:30 p.m., excluding holidays and weekends. If the start time is outside of normal business hours, then the start date/time is set to 8:00 a.m. on the next business day. Example: If the request is received Monday through Friday between 8:00 a.m. to 5:30 p.m.; the valid start time will be Monday through Friday between 8:00 a.m. to 5:30 p.m. If the actual request is received Monday through Thursday after 5:30 p.m. and before 8:00 a.m. the next day; the valid start time will be the next business day at 8:00 a.m. If the actual request is received Friday after 5:30 p.m. and before 8:00 a.m. Monday; the valid start time will be at 8:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 8:00 a.m. For LSRs received electronically requiring no manual intervention by the LSC, the OSS hours of operation will be used in lieu of the LSC hours of operation. The returned confirmation to the CLEC will establish the actual end date/time. Provisions are established within the DSS reporting systems to accommodate situations when the LSC works holidays, weekends, and when requests are received outside normal working hours.

LEX/EDI

For LEX and EDI originated LSRs that do not require manual loop makeup information after the receipt of the LSR (requests where mechanized loop makeup information is available when LSR is submitted) the start date and time is the receipt date and time that is automatically recorded by the interface (EDI or LEX). The end date and time is automatically recorded by the interface (EDI or LEX) and reflects the actual date and time the FOC is available to the CLEC.

For DSL orders that require manual loop makeup information after the receipt of the LSR (CLEC did not request manual loop makeup information), the start time for the FOC is the date and time the loop makeup information is available in the Loop Qual System. The end date and time is automatically recorded by the interface (EDI or LEX) and reflects the actual date and time the FOC is available to the CLEC.

MANUAL REQUESTS

Manual service order requests are those requests initiated by the CLEC by fax. For manual requests that do not require a loop qualification after the receipt of the LSR, the receive date and time is when a good LSR is received in the LSC. The end time is the fax date and time the fax (FOC) is sent back to the CLEC or the time of the fax attempt by SWBT. The fax end time is recorded and input via an internal Web application. If a CLEC chooses to receive their FOCs via the Website, the end time is the date and time the FOC is loaded to the Website.

For a manual request that requires an associated loop qualification, the start date and time is when the loop qualification is completed by OSP Engineering and is made available in the LoopQual system, and the end date and time is when the fax is sent back to the CLEC.

Levels of Disaggregation:

Manually submitted

- UNE xDSL Capable Loop (1-49 Loops) < 24 Hours
- UNE xDSL Capable Loop (> 49 Loops) < 48 Hours
- Line Sharing (1-49 Loops) < 24 Hours
- Line Sharing (>49) < 48 Hours

Electronically submitted

- UNE xDSL Capable Loop (1-20Loops) < 6 Business Hours
- UNE xDSL Capable Loop (> 20 Loops) < 14 Business Hours
- Line Sharing (1-49 Loops) < 6 Business Hours
- Line Sharing (>49) < 14 Business Hours

Calculation:	Report Structure:
(# FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported by CLEC, all CLECs, and SWBT affiliate (or SWBT acting on behalf of its' affiliate) where applicable. This includes mechanized from EDI and LEX and manual (FAX or phone orders). These are reported by the percent within x and by the average of the remainder.

Measurement Type:
UNE xDSL Capable Loops**:** Tier 1 – Low, Tier 2-Medium Line Sharing: Diagnostic (New product, no historical data)
Benchmark:
Line Sharing: Diagnostic for first three months of implementation of the measure then Tier 1 All 6 Hour FOC 95% / 14 Hour FOC 95% / 24 Hour FOC 94% / 48 Hour FOC 95% The Average for the last 5% for 95% benchmark shall not exceed 20% of the established benchmark, excluding projects.

5.2 Measurement: (New Measure)

Percent Firm Order Confirmations (FOCs) Returned within X days on ASR requests

Definition:

Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC.

Exclusions:

- All LSRs
- Access Orders purchased from SWB tariffs
- Rejected (manual and electronic) ASRs.
- SWBT only Disconnect orders.

Business Rules:

FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, which include Monday through Friday, 8:00 a.m.-5:30 p.m., excluding holidays and weekends. If the start time is outside of normal business hours, then the start date/time is set to 8:00 a.m. on the next business day. Example: If the request is received Monday through Friday between 8:00 a.m. to 5:30 p.m.; the valid start time will be Monday through Friday between 8:00 a.m. to 5:30 p.m. If the actual request is received Monday through Thursday after 5:30 p.m. and before 8:00 a.m. the next day; the valid start time will be the next business day at 8:00 a.m. If the actual request is received Friday after 5:30 p.m. and before 8:00 a.m. Monday; the valid start time will be at 8:00 a.m. Monday. If the request is received on a holiday (anytime); the valid start time will be the next business day at 8:00 a.m. The returned confirmation to the CLEC will establish the actual end date/time. Provisions are established within the DSS reporting systems to accommodate situations when the LSC works holidays, weekends, and when requests are received outside normal working hours.

Levels of Disaggregation:

- Interconnection Facilities and Trunks < 7 Business Days
- Unbundled Dedicated Transport
  - DS3s < 5 Business Days
  - DS1s < 1 Business Day

- **Projects – Negotiated**
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future.

Calculation:	Report Structure:
(# FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported by CLEC, all CLECs, and SWBT affiliate

Measurement Type:

Tier 1 – Diagnostic
Tier 2 – None

This measure is diagnostic for 3 months, until September 2000. With October data it will be Tier 1 – Low, Tier 2 – Low.

Benchmark:

- Diagnostic for first three months of implementation of the measure then Tier 1 Low
- Interconnection Facilities and Trunks = 95% < 7 Business Days
- Unbundled Dedicated Transport DS3s = 95% < 5 Business Days
- Unbundled Dedicated Transport DS1s = 95% < 1 Business Day

The z-value applies

6. Measurement:

Average Time To Return FOC

Definition:
The average time to return FOC from receipt of complete and accurate service request to return of confirmation to CLEC.

Exclusions:

- Rejected Orders.
- SWBT only Disconnect orders.
- Orders involving major projects.

Business Rules:
See Measurement No. 5

Levels of Disaggregation:

Disaggregate for LEX and EDI by the following:
- Mechanically received via LEX/EDI and FOC'd without LSC intervention (mechanical/mechanical) - Overall average
  - Reported for 90% and 95%
- Mechanically received via LEX/EDI and FOC'd with LSC intervention (mechanical/manual) - Overall average
  - Reported for 90% and 95%
- Received manually via FAX/paper and FOC'd via FAX (manual/manual)
  - Overall average
  - Reported for 90% and 95%

Calculation:	**Report Structure:**
Σ[(Date and Time of FOC) - (Date and Time of Order Received by SWBT)]/(# of FOCs)	Reported for CLEC and all CLECs.

Measurement Type:
Tier 1 – None Tier 2 – None

Benchmark:
Diagnostic

6.1 Measurement: (New Measure)

Average Time to Return DSL FOC's

Definition:
The average time to return DSL FOC's from receipt of complete and accurate service request to return of confirmation to CLEC.

Exclusions:
- DSL Orders-orders rejected for incomplete or incorrect LSR   - DSL Orders-orders denied for pair gain   - SWBT only Disconnect orders.   - Orders involving major projects.   - Rejects for non-conformance as to PSD masks if, and only if, the CLEC requests such qualification on the LSR

Business Rules:
See Measurement No. 5.1

Levels of Disaggregation:

Disaggregate for LEX and EDI by the following:
 	
   - Mechanically received via LEX/EDI and FOC'd without LSC intervention (mechanical/mechanical) – Overall average
    - Reported for 90% and 95%   - Mechanically received via LEX/EDI and FOC'd with LSC intervention (mechanical/manual) - Overall average
    - Reported for 90% and 95%   - Received manually via FAX/paper and FOC'd via FAX (manual/manual)
    - Overall average
    - Reported for 90% and 95%
    -

Calculation:	**Report Structure:**
Σ[(Date and Time of FOC) - (Date and Time of Order Received by SWBT)]/(# of FOCs)	Reported for CLEC and all CLECs and SWB Affiliate.

Measurement Type:
Tier 1 – None Tier 2 – None

Benchmark:
Diagnostic

PM 7 WAS ELIMINATED WITH THE 6 MONTH REVIEW - EFFECTIVE 7/12/00

7.1   Measurement

Percent Mechanized Completions Notifications Available Within one Day of Work Completion

Definition:
Percent Mechanized Completions Notifications Available Within one Day

Exclusions:
• Exclude Weekends And Holidays

Business Rules:
Days are calculated by subtracting the date the SOC was available to the CLEC via EDI/LEX minus the order completion date. If the CLEC accesses SWBT systems using a Service Bureau Provider, the measurement of SWBT's performance does not include Service Bureau Provider processing, availability or response time.

Levels of Disaggregation:
• LEX • EDI

Calculation:	**Report Structure:**
(# mechanized completions notifications returned to the CLEC within 1 day of work completion ÷ total mechanized completions notifications) * 100	Reported by CLEC and all CLECs and SWB Affiliate.

Measurement Type:
Tier 1 – Low Tier 2 – None

Benchmark:
97% The critical z-value does not apply.

PM 8 WAS ELIMINATED WITH 6 MONTH REVIEW - EFFECTIVE 7/12/00

9. Measurement

Percent Rejects

Definition:
The number of rejects compared to the issued unique LSRs and SUPPs for the electronic interfaces (EDI and LEX).

Exclusions:
• Notifications returned post-FOC as electronic jeopardies.

Business Rules:
A reject is a notification to a CLEC that an LSR received via LEX or EDI did not pass LASR edit checks, other system edits, or edits by the LSC.

Levels of Disaggregation:
• None

Calculation:	Report Structure:
(# of rejects ÷ total unique LSRs and SUPPs) * 100	Reported by CLEC, SWBT DSL Affiliate and all CLECs for the electronic interfaces (EDI and LEX).

Measurement Type:
Tier 1 – None Tier 2 – None

Benchmark:
Measurement is diagnostic. No benchmark required.

10. Measurement

Percent Mechanized Rejects Returned Within one hour of receipt of LSR

Definition:
Percent mechanized rejects returned within one hour of the receipt of the LSR

Exclusions:
• None

Business Rules:
The start time used is the date and time the LSR is recorded by the interface (EDI/LEX) The end time is the date and time the reject notice is available to the CLEC via EDI or LEX. A mechanized reject is any reject made available to the CLEC electronically without manual intervention. If the CLEC accesses SWBT systems using a Service Bureau Provider, the measurement of SWBT's performance does not include Service Bureau Provider processing, availability or response time.

Levels of Disaggregation:
• LEX
• EDI

Calculation:	Report Structure:
(# mechanized rejects returned within 1 hour ÷ total rejects) * 100	Reported for CLEC and all CLECs and SWB affiliate.

Measurement Type:
Tier 1 – Low Tier 2 – None

Benchmark:
97% within 1 hour. The Critical z-value applies.

10.1   Measurement:
Percent Manual Rejects Received Electronically and Returned Within X Hours

Definition:
Percentage of manual rejects received electronically and returned within X hours of the receipt of LSR from CLEC.

Exclusions:
• Rejects of LSRs received through manual process i.e. via mail, fax or courier

Business Rules:
The start time is the time the LSR is received electronically via EDI or LEX.   The end time is the date and time the reject notice is available to the CLEC via EDI/LEX. A manual reject is a reject of an electronic LSR that requires manual intervention. If the CLEC accesses SWBT systems using a Service Bureau Provider, the measurement of SWBT's performance does not include Service Bureau Provider processing, availability or response time. Business Hours are 8:00 AM-5:30 PM, M-F.

Levels of Disaggregation:
• EDI and LEX (for reporting purposes only, aggregated for purposes of penalty)

Calculation:	**Report Structure:**
(# electronic manual rejects returned within X hours of receipt of LSR ÷ total electronic manual rejects) * 100	Reported by CLEC and all CLECs and SWB affiliate.

Measurement Type:
Tier 1 – Low
Tier 2 – None

Benchmark:
97% within 6 Hours. Critical z-value does not apply.

10.2   Measurement: (New Measure)

Percentage of Orders that receive SWB-caused Jeopardy Notifications

Definition:

Percentage of total orders received electronically via LEX/EDI and processed for which SWB notifies the CLEC that an order is in jeopardy of meeting the due date, due to SWB cause.

Exclusions:

- None

Business Rules:

Percentage of Orders Given Jeopardy Notices measures the number of jeopardy notices sent to customers as a percentage of the total number of orders completed in the period. A jeopardy is a notification provided to the CLECs where SWBT identifies the potential for not meeting the scheduled due date (LOF or additional information).

Levels of Disaggregation:

- Jeopardies previously referred to as Rejects (See Accessible Letter CLECSS99-175 dated December 30, 1999)
- Facilities Jeopardies
- Other SWBT caused Jeopardies
- CLEC/EU caused Jeopardies (See Jeopardy Codes Below – Appendix Four)

Calculation:	Report Structure:
(Number of orders jeopardized ÷ Number of orders confirmed) * 100	Reported by CLEC and all CLECs and SWB affiliate.

Measurement Type:

Diagnostic

Benchmark:

Diagnostic

11. *Measurement*

Mean Time to Return Mechanized Rejects

Definition:

Average time required to return a mechanized reject.

Exclusions:

- See Measurement No. 10

Business Rules:

The start time is the time the LSR is received electronically via EDI or LEX. The end time is the date and time the reject notice is available to the CLEC. A mechanized reject is any reject returned electronically (without manual intervention) to the CLEC.

Levels of Disaggregation:

- EDI
- LEX

Calculation:	Report Structure:
Σ[(Date and Time of Order Rejection) - (Date and Time of Order Receipt)] ÷ (# of unique LSR's and Supps Rejected)	Reported on CLEC and all CLECs and SWB Affiliate.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

11.1 Measurement:

Mean Time to Return Manual Rejects that are Received Electronically via LEX or EDI

Definition:
Average time to return manual rejects received electronically via LEX or EDI; receipt to return.

Exclusions:
• See Measurement 10.1

Business Rules:
See Measurement 10.1

Levels of Disaggregation:
• See Measurement 10.1

Calculation:	**Report Structure:**
{Σ(receipt to CLEC of electronic manual rejects – receipt of electronic manual LSRs) ÷ total electronic manual rejects}	Reported for CLEC and all CLECs and SWB Affiliate.

Measurement Type:
Tier 1 – None   Tier 2 – None

Benchmark:
6 Hours Critical z value does not apply.

11.2   Measurement: (New Measure)

Average SWB-caused Jeopardy Notification Interval

Definition:
Measures the average remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time SWB issues a notice to the CLEC indicating an order received electronically via LEX/EDI is in jeopardy of missing the due date (or the due date/time has been missed).

Exclusions:
•   None

Business Rules:
With respect to this interval, it is assumed that the order due date time is 5:00 PM for uncoordinated orders, and the Jeopardy date and time will be the actual date and time that SWB issues a notice and is available to the CLEC indicating an order is in jeopardy of missing the due date. With regards to coordinated orders (CHC/FDT) the scheduled due date and time will be used. If the CLEC accesses SWBT systems using a Service Bureau Provider, the measurement of SWBT's performance does not include Service Bureau Provider processing, availability or response time . Business Hours are 8:00 AM-5:30 PM, M-F.

Levels of Disaggregation:
•   Jeopardies previously referred to as Rejects (See Accessible Letter CLECSS99-175 dated December 30, 1999)   •   Facilities Jeopardies   •   Other SWBT caused Jeopardies   •   CLEC/EU caused Jeopardies (See Jeopardy Codes Below – Appendix Four)

Calculation:	**Report Structure:**
Sum ((Committed Due Date /Time for the order) – (Date/Time of Jeopardy notice))/ (number of Jeopardy Orders)	Reported by CLEC and all CLECs and SWB affiliate.

Measurement Type:
Diagnostic

Benchmark:
TBD

12. Measurement
Mechanized USOC Provisioning Accuracy
Definition:
Percent of mechanized orders completed as ordered.
Exclusions:
None
Business Rules:
This measurement compares the USOCs ordered on a mechanized order, to that which is provisioned based on the posted service order.
Levels of Disaggregation:
• None

Calculation:	Report Structure:
(# of orders completed as ordered ÷ total orders) * 100	Reported by individual CLEC, CLECs and SWBT, and SWB affiliate as appropriate.

Measurement Type:
Tier 1 – Low   Tier 2 – Low
Benchmark:
Parity

12.1   Measurement (New Measure)
Percent Provisioning Accuracy for non-flow through orders
Definition:
Percent of posted (non-flow through) service orders submitted via LEX/EDI that are provisioned as requested on the CLEC submitted LSR.
Exclusions:
• Flow through service orders as identified in PM 13 • Cancelled Orders • Rejected orders due to CLEC caused errors
Business Rules:
This measurement compares all fields that can be compared mechanically (e.g. features, PIC, etc.) as submitted on the LSR to the associated service order that provisioned the requested services and posted to billing.
Levels of Disaggregation:
• None

Calculation:	Report Structure:
(# of posted, non-flow through service orders with fields provisioned as ordered on the LSR's ÷ total non-flow through service orders posted * 100	Reported by individual CLEC, CLECs and SWBT

Measurement Type:
Tier 1 – High Tier 2 – None
Benchmark:
95%

.

13. Measurement

Order Process Percent Flow Through

Definition:

Percent of orders from entry to distribution that progress through SWBT ordering systems without manual intervention.

Exclusions:

- Excludes rejected orders
- For new versions of the ordering systems which provide additional flow through capabilities, orders that have the potential to flow through in the new version, but for which CLEC utilized the older version, should be excluded from this measurement in both the numerator and denominator.

Business Rules:

The number of orders that flow through SWBT's ordering systems and are distributed in SORD without manual intervention, divided by the total number of MOG Eligible orders and orders that would flow through EASE within the reporting period. Orders that fall out for manual handling, that are worked by SWBT and not rejected back to CLEC due to CLEC caused errors, will be included as failed pass-through occurrences.

Levels of Disaggregation:

- EASE
- LEX
- EDI

The data reported by interface, as specified above, will be used to determine the amount of any Tier 1 or Tier 2 payments under this measurement. In addition, for each interface SWBT will report its performance separately by order type (Resale POTS, UNE combinations POTS, specials (resale and UNE combinations), UNE loops, DSL-capable loops, and other). Tier 1 and Tier 2 payments will not apply to the reports that are disaggregated by order type (these same transactions will be included in the data that is reported by interface and will be subject to Tier 1 and Tier 2 payments there).

Calculation:	Report Structure:
(# of orders that flow through ÷ total MOG-eligible orders and orders that flow through EASE) * 100	Reported by CLEC, all CLECs and SWBT and SWB affiliate.

Measurement Type:

Tier 1 – Low
Tier 2 – High

Benchmark:

Parity

13.1 Measurement (New Measure)

Overall Percent LSR Process Flow Through

Definition:

Percent of LSRs that progress through SWBT's ordering, provisioning, and billing systems without manual intervention.

Exclusions:

- LSRs rejected electronically at LASR or MOG due to a CLEC-caused entry error

Business Rules:

The number of LSRs that are completely processed, through posting and through all relevant systems and databases, without manual intervention, divided by the total number of LSRs that are not rejected electronically at LASR or MOG due to a CLEC-caused entry error within the reporting period. LSRs for which SWBT returns an erroneous electronic reject are counted in the denominator and as a failed pass through occurrence in the numerator. Other examples of LSRs that would be counted as failed pass-through occurrences in the numerator would include:

- LSRs for which SWBT returns a manually generated reject, order confirmation, or jeopardy notification,
- LSRs for which SWBT internal service orders are not electronically generated or as to which any manual entry is made on associated SWBT internal service orders,
- LSRs with any associated service orders that do not distribute out of SWBT's SORD system without fall out or manual processing,
- LSRs with any associated service orders that do not update databases without fall out or manual processing,
- LSRs which result in any manual AIN trigger setting or manual switch translation work,
- LSRs with any associated service orders that do not successfully post to each SWBT back end billing systems without fall out or manual processing including error resolution.
  .

Levels of Disaggregation:

- EASE
- LEX
- EDI

For each interface, SWBT will report its performance separately by order type (Resale POTS, UNE combinations POTS, Specials (resale and UNE combinations), UNE loops, DSL-capable loops, and other).

Calculation:	Report Structure:
(# of LSRs completely processed without manual intervention ÷ total # of LSRs not rejects at LASR or MOG due to CLEC-caused entry error) * 100	Reported by CLEC, all CLECs, SWBT and SWBT Affiliates.

Measurement Type:

Tier 1 – None
Tier 2 – None

Benchmark:

Diagnostic

Billing

14. Measurement

Billing Accuracy

Definition:
SWBT performs three bill audits to ensure the accuracy of the bills rendered to its customers: CRIS, CABS and toll/usage.

Exclusions:
Non-recurring charges are not part of the CRIS audit process, as SWBT has developed a test order process to ensure the accuracy of CRIS non-recurring charges.

Business Rules:
The purpose of the CRIS Bill Audit is to review and recalculate each service billed for each of the seven bill processing centers in the five states. Wholesale accounts are included in each processing center for every billing period. In the toll/usage bill audit, a sample of customer accounts is selected using an appropriate mix of USOCs and Classes of Service. The purpose of this audit is to ensure that monthly bills sent to the CLECs, whether it is for resale or unbundled services, and retail customers are rated accurately according to tariffs and CLEC contracts. For all accounts that are audited, the number of bills that have been released prior to correction (bills are audited for complete information, accurate calculations and are properly formatted) are counted as an error against the total bills audited.

Levels of Disaggregation:
• CLEC and non-CLEC

Calculation:	**Report Structure:**
(# of bills not corrected prior to bill release ÷ total bills audited) * 100	Reported for aggregate of all CLECs and SWBT for the CRIS, CABS and Usage bill audits.

Measurement Type:
Tier 1 – None Tier 2 – None

Benchmark:
Parity

15. Measurement

Percent of Accurate and Complete Formatted Mechanized Electronic Bills via EDI or BDT

Definition:
The percent of monthly bills sent to the CLECs via the mechanized electronic EDI or BDT process that are accurate and complete. SWBT will consider, upon review, adding new electronic processes that may be developed in the future"

Exclusions:
• None

Business Rules:
EDI Billing accuracy is based upon three factors: totaling, formatting, and syntax. In other words, does the bill total up correctly, does the EDI Billing data conform to the format outlined in the SWB Electronic Commerce Guide for EDI Billing, and is the EDI Billing data syntactically correct. For completeness, EDI checks that the sum of all itemized calls equals the total for the itemized calls bill section, and the sum of all OC&C charges should equal the total for the OC&C section. Similar audits are performed for total current charges and the amount due. BDT Billing accuracy is based upon three factors: totaling, formatting, and syntax. In other words, does the bill total up correctly, does the BDT Billing data conform to the Billing Output Specifications (BOS) format, and is the BDT Billing data syntactically correct? For completeness, BDT checks that the sum of all itemized calls equals the total for the itemized calls bill section, and the sum of all OC&C charges should equal the total for the OC&C section. Similar audits are performed for total current charges and the amount due.

Levels of Disaggregation:
• EDI • BDT • To the extent SWBT sends bills to CLECs using application to application processes other than EDI or BDT, SWBT will include those bills in this measure, separately disaggregated or not, as appropriate, with notice to CLECs of the change.

Calculation:	Report Structure:
(Count of accurate and complete formatted mechanized electronic bills via EDI/BDT ÷ total # of mechanized electronic bills via EDI/BDT.) * 100	Reported for CLEC and all CLECs and ASI where applicable

Measurement Type:
Tier 1 – Low
Tier 2 – High
Benchmark:
99% Critical z-value does not apply for EDI, Critical z-value applies for BDT.

16. Measurement:
Percent of Accurate Usage Records transmitted (of those records that are subject to active CLEC review) via the "Extract Return File" process.
Definition:
For those CLECs who agree to utilize the "Extract Return Process," this measure identifies the usage records transmitted, within a given month, by SWBT to the CLECs on the Daily Usage extract feed that have been identified by the CLECs as being inaccurate. The CLECs would return these inaccurate records (preferably within the same month) via the "Extract Return File" process to SWBT. SWBT would then be responsible for validating that these records or a portion of these records were, indeed, transmitted inaccurately. CLECs will have an opportunity to contest any determination by SWBT that a record identified by a CLEC as inaccurate should be considered accurate.
Exclusions:
• Records that are classified as category "01" (the first two digits of the EMI record) which are rated records provided by other companies for SWBT to transmit via the Daily Usage Extract feed to the CLECs • Category "11" records until such time that the industry has established a return code standard through the OBF forum • Usage records that are not returned within 30 days via the "Extract Return File • Usage records transmitted to CLECs who do not affirmatively agree to utilize the "Extract Return File" process.
Business Rules:
Controls and edits within the billing system uncover certain types of errors that are likely to appear on the usage records. When these errors are uncovered, a new release of the program is written to ensure that the error does not occur again. Thus, an error that is reported in one month should not occur the next month because the billing program error would have been fixed by the next month. In addition, records identified as inaccurate by the CLECs should be returned to SWBT via the "Extract Return File" process. SWBT will 30 days to validate and correct these records or a portion of these records (as appropriate) and retransmit them to the CLECs. SWBT will be held liable only for the records that have been validated as being inaccurate out of the total number of records returned by the participating CLECs. It is possible that through the validation processes, SWBT may determine that none of the records returned are inaccurate. In that case, SWBT will notify the CLEC of its determination. If the parties cannot agree on the correct determination, either party may invoke dispute resolution..
Levels of Disaggregation:
• None

Calculation:	Report Structure:
(Total usage records transmitted– total usage records returned by the CLECs via the "Extract Return File" process and validated to be inaccurate) ÷ total usage records transmitted) * 100	Reported for CLEC and all CLECs.

Measurement Type:
Tier 1 – Low Tier 2 – None

Benchmark:
95% Critical z-value applies

17. Measurement

Billing Completeness

Definition:

Percent of service orders completed within the billing cycle that post in the CRIS or CABS billing systems prior to the CLECs bill period.

Exclusions:

- Access Service Orders billed through CABS.
- Interconnection Trunk Orders

Business Rules:

The Billing Completeness Measure includes all orders and is created from the Posted Service Order Database (PSOD). PSOD includes copies of all posted service orders for both the CRIS and CABS. PSOD includes the Bill Period, Completion Date, and Post Date for each Service Order as well as an On-Time/Late indicator created based on these dates. This On-Time/Late indicator is calculated as follows:

1. Determine the Bill Date, Completion Date, and Post Date for any order that has an OCN number regardless of order type.
2. Calculate the Bill Date minus one month by subtracting one month from the Bill Date.
3. Determine the Bill Render Date by using the Bill Date to look up the Bill Render Date on the Bill Period Calendar.
4. Compare the Completion Date, Bill Date, Bill Date Minus one month, Bill Render Date, and Post Date of the service order to determine if order is on-time or late:

- If the Completion Date of the service order is prior to the Bill Date minus one month, then the order is late.
- Compare the Post Date to the Bill Render Date. If the Post Date is earlier than or equal to the Bill Render Date and the Completion Date of the service order is equal to or greater than the Bill Date minus one month, then the order is on time.
- In all other cases, the order is late.
- The Billing Completeness Measure for each month is based on all orders that post within that given month. The denominator of the measure is all orders within a month. The numerator is the total number of on-time orders for that same month. The Billing Completeness Measure calculation is completed for each CLEC, for all CLECs, and for all retail service orders. The CLEC orders for both CRIS and CABS are defined as all service orders that include the AECN or OCN FID. The retail orders are all CRIS orders that do not include an AECN.

Levels of Disaggregation:

- None

Calculation:	Report Structure:
(Count of on-time service orders included in current applicable bill period ÷ total service orders in current applicable billing period) *100	Reported by CLEC, all CLECs, SWBT, and ASI where applicable.

Measurement Type:

Tier 1 – Low
Tier 2 – Medium

Benchmark:
Parity with SWBT Retail.